

Child Support Technician (IP Technician) Paternity and Support (2843 –12)

Highly Competitive Employee Benefits and Generous Paid Time Off

11 Paid Holidays, Immediately Begin Accruing Paid Vacation and Sick Time, Earned Personal Days, and Paid Parental Leave. Ohio Public Employee Retirement System which includes 14% Employer Contribution AND a defined benefit option. Highly Competitive and Comprehensive Benefits Package: Medical, HRA, Dental, Vision, Employer-Paid Life Insurance, Long-Term Disability, Tuition Reimbursement, Public Service Loan Forgiveness Eligibility, Free On-Site Parking, Wellness Incentives, robust Employee Assistance Program, access to Free Medical and Rx through Marathon Health, plus expansive Behavioral and Mental Health Resources, and More!

DEADLINE TO APPLY: Open Until Filled

WORK LOCATION: Hamilton County Job and Family Services 222 East Central Parkway Cincinnati, OH 45202

WORK HOURS: Full time - 80 Hours Bi-Weekly (**Potential for Hybrid Remote Work Schedule**)

HOURLY SALARY: \$19.32 hourly

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NOTE:

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: [Inventory of Criminal Offenses Ruling Out Consideration for Hire](#). Convictions from this list may disqualify a candidate for employment with HCJFS.

JOB DUTIES (SUMMARY):

- Customer Service – Promptly and accurately respond with courtesy and compassion to inquires via in person services, call center, and written communication from clients, third parties, and internal county departments. Explains federal, state and county policy and procedures. Third parties include but are not limited to case participants, attorneys, other JFS program personnel, court personnel, banks, employers, insurance agencies, credit bureaus, and CSEA’s in other counties and states. Document case record of all correspondence and case actions.
- Interview/Case Review – Interview obligee/obligor to obtain necessary information that helps facilitate paternity and/or support action. Review case and utilize all resources available to gather pertinent information and complete necessary actions to ensure all documentation is secured for paternity and/or support to be established. Follow all Federal and State policies that guide internal processes.
- Process Documents and workflows – Complete required documents necessary to Create referrals and any other required documents necessary to process a case timely and accurately. Complete paperwork for state hearings, maintain and report monthly activities to supervisor for manual processes. Manage existing workflows that impact case processes.
- Program Compliance - Maintain confidentiality and follow FTI regulation policies. Attends state hearings, trainings, and meetings to stay current on federal, state and county processes. Complete RMS data.

REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):

- Associate degree or equivalent of an associate degree (94 credit hours);
- OR two (2) years Job & Family Services experience.

- OR four (4) years experience in customer service or collections work; or equivalent

KNOWLEDGE, SKILLS AND ABILITIES: (*Indicates can be developed after employment)

- **Knowledge of:** *Federal, state and county guidelines governing child support. General accounting terms, credit, arrears, payment/deposit, and overpayment. Effective oral and written communication
- **Skill in:** *Driving conversations to elicit information, conflict resolution communication, teamwork approach, basic software applications (Outlook, Microsoft Office, etc.)
- **Ability to:** Define problems, collect data, establish facts, and draw valid conclusions; calculate fractions, decimals and percentages; handle sensitive inquiries from and contacts with officials and general public; prepare concise and accurate reports. Independently manage time to meet assigned deadlines *Locate individuals' demographic information utilizing databases, social media, and direct contact

POSITIONS SUPERVISED: None

BACKGROUND CHECKS REQUIRED:

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)
- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee